



STATE OF ARIZONA

NOTICE OF REQUEST FOR PROPOSAL

Solicitation Number:	VSP09-141		
Solicitation Due Date/Time:	November 4, 2008 at 3:00 PM PST		
Submittal Location:	Arizona Department of Veteran's Services Purchasing Office 4141 N. 3rd Street Phoenix, Arizona 85012		
Description:	Laundry and Linen Services		
Pre-Offer Conference:	October 22, 2008	9:00 a.m.	4141 N. 3rd Street Phoenix, Arizona 85007
	Date	Time	Location
Contract Term:	Date of Award for One (1) year with 4 renewal options		
THIS PROPOSAL IS OFFERED BY:			

In accordance with A.R.S. §41-2533, competitive sealed proposals for the material, service or construction specified will be received by the ADVS Purchasing Office, at the above specified location, until the time and date cited. Proposals received by the correct time and date will be opened and the name of each offeror will be publicly read.

Proposals must be in the actual possession of the ADVS Purchasing Office on or prior to the exact time and date indicated above. Late proposals will not be considered, except as provided in the Arizona Procurement Code.

Proposals must be submitted in a sealed envelope with the Request for Proposal number and the offeror's name and address clearly indicated on the envelope. All proposals must be completed in ink or typewritten and a complete Request for Proposal returned along with the offer by the time and date cited above. Additional instructions for preparing a proposal are provided on the following pages.

Offerors are strongly encouraged to carefully read the entire Request for Proposal.

Solicitation Contact Person:

Diana Martinez

Name

602-263-1814

Telephone Number

dmartinez@azdvs.gov

e-mail address

Kelli Gourdoux, Purchasing Officer

Date

.	<p style="text-align: center;">Uniform Instructions to Offerors</p> <p style="text-align: center;">Solicitation No: VSP09-141</p>	<p style="text-align: center;">ARIZONA DEPARTMENT OF VETERANS' SERVICES 4141 N. 3RD Street Phoenix, Arizona 85012 (602) 263-1814 (602) 297-6683 Fax</p>
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A. Definition of Terms. As used in these Instructions, the terms listed below are defined as follows:

1. *"Attachment"* means any item the Solicitation requires an Offeror to submit as part of the Offer.
2. *"Contract"* means the combination of the Solicitation, including the Uniform and Special Instructions to Offerors, the Uniform and Special Terms and Conditions, and the Specifications and Statement of Scope of Work; the Offer and any Best and Final Offers; and any Solicitation Amendments or Contract Amendments.
3. *"Contract Amendment"* means a written document signed by the Procurement Officer that is issued for the purpose of making changes in the Contract.
4. *"Contractor"* means any person who has a Contract with the State.
5. *"Days"* means calendar days unless otherwise specified.
6. *"Exhibit"* means any item labeled as an Exhibit in the Solicitation or placed in the Exhibits section of the Solicitation.
7. *"Offer"* means bid, proposal or quotation.
8. *"Offeror"* means a vendor who responds to a Solicitation.
9. *"Procurement Officer"* means the person, or his or her designee, duly authorized by the State to enter into and administer Contracts and make written determinations with respect to the Contract.
10. *"Solicitation"* means an Invitation for Bids ("IFB"), a Request for Proposals ("RFP"), or a Request for Quotations ("RFQ").
11. *"Solicitation Amendment"* means a written document that is signed by the Procurement Officer and issued for the purpose of making changes to the Solicitation.
12. *"Subcontract"* means any Contract, express or implied, between the Contractor and another party or between a subcontractor and another party delegating or assigning, in whole or in part, the making or furnishing of any material or any service required for the performance of the Contract.
13. *"State"* means the State of Arizona and Department or Agency of the State that executes the Contract.

B. Inquiries

1. Duty to Examine. It is the responsibility of each Offeror to examine the entire Solicitation, seek clarification in writing (inquiries), and examine its' Offer for accuracy before submitting the Offer. Lack of care in preparing an Offer shall not be grounds for modifying or withdrawing the Offer after the Offer due date and time, nor shall it give rise to any Contract claim.
2. Solicitation Contact Person. Any inquiry related to a Solicitation, including any requests for or inquiries regarding standards referenced in the Solicitation shall be directed solely to the Solicitation contact person. The Offeror shall not contact or direct inquiries concerning this Solicitation to any other State employee unless the Solicitation specifically identifies a person other than the Solicitation contact person as a contact.
3. Submission of Inquiries. The Procurement Officer or the person identified in the Solicitation as the contact for inquiries except at the Pre-Offer Conference, require that an inquiry be submitted in writing. Any inquiry related to a Solicitation shall refer to the appropriate Solicitation number, page and paragraph. Do not place the Solicitation number on the outside of the envelope containing that inquiry, since it may then be identified as an Offer and not be opened until after the Offer due date and time. The State shall consider the relevancy of the inquiry but is not required to respond in writing.

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4. Timeliness. Any inquiry or exception to the solicitation shall be submitted as soon as possible and should be submitted at least seven days before the Offer due date and time for review and determination by the State. Failure to do so may result in the inquiry not being considered for a Solicitation Amendment.
5. No Right to Rely on Verbal Responses. An offeror shall not rely on verbal responses to inquiries. A verbal reply to an inquiry does not constitute a modification of the solicitation.
6. Solicitation Amendments. The Solicitation shall only be modified by a Solicitation Amendment.
7. Pre-Offer Conference. If a pre-Offer conference has been scheduled under this Solicitation, the date, time and location shall appear on the Solicitation cover sheet or elsewhere in the Solicitation. Offerors should raise any questions about the Solicitation or the procurement at that time. An Offeror may not rely on any verbal responses to questions at the conference. Material issues raised at the conference that result in changes to the Solicitation shall be answered solely through a written Solicitation Amendment.
8. Persons With Disabilities. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the Solicitation contact person. Requests shall be made as early as possible to allow time to arrange the accommodation.

C. Offer Preparation

1. Forms; No Facsimile, Telegraphic or Electronic Mail Offers. An Offer shall be submitted either on the forms provided in this Solicitation or their substantial equivalent. Any substitute document for the forms provided in this Solicitation must be legible and contain the same information requested on the forms, unless the solicitation indicates otherwise. A facsimile, telegraphic, mailgram or electronic mail Offer shall be rejected if submitted in response to requests for proposals or invitations for bids.
2. Typed or Ink; Corrections. The Offer shall be typed or in ink. Erasures, interlineations or other modifications in the Offer shall be initialed in ink by the person signing the Offer. Modifications shall not be permitted after Offers have been opened except as otherwise provided under applicable law.
3. Evidence of Intent to be Bound. The Offer and Acceptance form within the Solicitation shall be submitted with the Offer and shall include a signature (or acknowledgement for electronic submissions, when authorized) by a person authorized to sign the Offer. The signature shall signify the Offeror's intent to be bound by the Offer and the terms of the Solicitation and that the information provided is true, accurate and complete. Failure to submit verifiable evidence of an intent to be bound, such as an original signature, shall result in rejection of the Offer.
4. Exceptions to Terms and Conditions. All exceptions included with the Offer shall be submitted in a clearly identified separate section of the Offer in which the Offeror clearly identifies the specific paragraphs of the Solicitation where the exceptions occur. Any exceptions not included in such a section shall be without force and effect in any resulting Contract unless such exception is specifically accepted by the Procurement Officer in a written statement. The Offeror's preprinted or standard terms will not be considered by the State as a part of any resulting Contract.
 - i. Invitation for Bids. An Offer that takes exception to a material requirement of any part of the Solicitation, including terms and conditions, shall be rejected.
 - ii. Request for Proposals. All exceptions that are contained in the Offer may negatively affect the State's proposal evaluation based on the evaluation criteria stated in the Solicitation or result in rejection of the Offer. An offer that takes exception to any material requirement of the solicitation may be rejected.
5. Subcontracts. Offeror shall clearly list any proposed subcontractors and the subcontractor's proposed responsibilities in the Offer.

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6. **Cost of Offer Preparation.** The State will not reimburse any Offeror the cost of responding to a Solicitation.
7. **Solicitation Amendments.** Each Solicitation Amendment shall be signed with an original signature by the person signing the Offer, and shall be submitted no later than the Offer due date and time. Failure to return a signed copy of a Solicitation Amendment may result in rejection of the Offer.
8. **Federal Excise Tax.** The State of Arizona is exempt from certain Federal Excise Tax on manufactured goods. Exemption Certificates will be provided by the State.
9. **Provision of Tax Identification Numbers.** Offerors are required to provide their Arizona Transaction Privilege Tax Number and/or Federal Tax Identification number in the space provided on the Offer and Acceptance Form.
- 9.1 **Employee Identification.** Offeror agrees to provide an employee identification number or social security number to the Department for the purposes of reporting to appropriate taxing authorities, monies paid by the Department under this contract. If the federal identifier of the offeror is a social security number, this number is being requested solely for tax reporting purposes and will be shared only with appropriate state and federal officials. This submission is mandatory under 26 U.S.C. § 6041A.
10. **Identification of Taxes in Offer.** The State of Arizona is subject to all applicable state and local transaction privilege taxes. All applicable taxes shall be included in the pricing offered in the solicitation. At all times, payment of taxes and the determination of applicable taxes are the sole responsibility of the contractor.
11. **Disclosure.** If the firm, business or person submitting this Offer has been debarred, suspended or otherwise lawfully precluded from participating in any public procurement activity, including being disapproved as a subcontractor with any Federal, state or local government, or if any such preclusion from participation from any public procurement activity is currently pending, the Offeror shall fully explain the circumstances relating to the preclusion or proposed preclusion in the Offer. The Offeror shall include a letter with its Offer setting forth the name and address of the governmental unit, the effective date of this suspension or debarment, the duration of the suspension or debarment, and the relevant circumstances relating to the suspension or debarment. If suspension or debarment is currently pending, a detailed description of all relevant circumstances including the details enumerated above shall be provided.
12. **Solicitation Order of Precedence.** In the event of a conflict in the provisions of this Solicitation, the following shall prevail in the order set forth below:
 - 12.1 Special Terms and Conditions;
 - 12.2 Uniform Terms and Conditions;
 - 12.3 Statement or Scope of Work;
 - 12.4 Specifications;
 - 12.5 Attachments;
 - 12.6 Exhibits;
 - 12.7 Special Instructions to Offerors;
 - 12.8 Uniform Instructions to Offerors.
 - 12.9 Other documents referenced or included in the Solicitation.
13. **Delivery.** Unless stated otherwise in the Solicitation, all prices shall be F.O.B. Destination and shall include all freight, delivery and unloading at the destination(s).

D. Submission of Offer

1. **Sealed Envelope or Package.** Each Offer shall be submitted to the submittal location identified in this Solicitation. Offers should be submitted in a sealed envelope or container. The envelope or container should be clearly identified with name of the Offeror and Solicitation number. The State may open envelopes or containers to identify contents if the envelope or container is not clearly identified.

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2. Offer Amendment or Withdrawal. An Offer may not be amended or withdrawn after the Offer due date and time except as otherwise provided under applicable law.
3. Public Record. All Offers submitted and opened are public records and must be retained by the State. Offers shall be open to public inspection after Contract award, except for such Offers deemed to be confidential by the State. If an Offeror believes that information in its Offer should remain confidential, it shall indicate as confidential the specific information and submit a statement with its Offer detailing the reasons that the information should not be disclosed. Such reasons shall include the specific harm or prejudice which may arise. The State shall determine whether the identified information is confidential pursuant to the Arizona Procurement Code.
4. Non-collusion, Employment, and Services. By signing the Offer and Acceptance Form or other official contract form, the Offeror certifies that:
 - i. The Offeror did not engage in collusion or other anti-competitive practices in connection with the preparation or submission of its Offer; and
 - ii. The Offeror does not discriminate against any employee or applicant for employment or person to whom it provides services because of race, color, religion, sex, national origin, or disability, and that it complies with all applicable Federal, state and local laws and executive orders regarding employment.

E. Evaluation

1. Unit Price Prevails. In the case of discrepancy between the unit price or rate and the extension of that unit price or rate, the unit price or rate shall govern.
2. Prompt Payment Discount. Prompt payment discounts of thirty (30) days or more set forth in an Offer shall be deducted from the offer for the purposes of evaluating that price.
3. Late Offers. An Offer submitted after the exact Offer due date and time shall be rejected.
4. Disqualification. A Offeror (including each of its' principals) who is currently debarred, suspended or otherwise lawfully prohibited from any public procurement activity shall have its offer rejected.
5. Offer Acceptance Period. An Offeror submitting an Offer under this Solicitation shall hold its Offer open for the number of days from the Offer due date that is stated in the Solicitation. If the Solicitation does not specifically state a number of days for Offer acceptance, the number of days shall be one hundred-twenty (120). If a Best and Final Offer is requested pursuant to a Request for Proposals, an Offeror shall hold its Offer open for one hundred-twenty (120) days from the Best and Final Offer due date.
- 5.6 Waiver and Rejection Rights. Notwithstanding any other provision of the Solicitation, the State reserves the right to:
 - 5.6.1 Waive any minor informality;
 - 5.6.2 Reject any and all Offers or portions thereof; or
 - 5.6.3 Cancel the Solicitation.

F. Award

1. Number or Types of Awards. The State reserves the right to make multiple awards or to award a Contract by individual line items or alternatives, by group of line items or alternatives, or to make an aggregate award, or regional awards, whichever is most advantageous to the State. If the Procurement Officer determines that an aggregate award to one Offeror is not in the State's best interest, "all or none" Offers shall be rejected.

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2. Contract Inception. An Offer does not constitute a Contract nor does it confer any rights on the Offeror to the award of a Contract. A Contract is not created until the Offer is accepted in writing by the Procurement Officer's signature on the Offer and Acceptance Form. A notice of award or of the intent to award shall not constitute acceptance of the Offer.
3. Effective Date. The effective date of this Contract shall be the date that the Procurement Officer signs the Offer and Acceptance form or other official contract form, unless another date is specifically stated in the Contract.

G. Protests.

A protest shall comply with and be resolved according to Arizona Revised Statutes Title 41, Chapter 23, Article 9 and rules adopted thereunder. Protests shall be in writing and be filed with both the Procurement Officer of the purchasing agency and with the State Procurement Administrator. A protest of a Solicitation shall be received by the Procurement Officer before the Offer due date. A protest of a proposed award or of an award shall be filed within ten (10) days after the protester knows or should have known the basis of the protest. A protest shall include:

- 1.1 The name, address and telephone number of the protester;
- 1.2 The signature of the protester or its representative;
- 1.3 Identification of the purchasing agency and the Solicitation or Contract number;
- 1.4 A detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and
- 1.5 The form of relief requested.

H. Comments Welcome

The State Procurement Office periodically reviews the Uniform Instructions to Offerors and welcomes any comments you may have. Please submit your comments to: State Procurement Administrator, State Procurement Office, 100 North 15th Avenue, Suite 104, Phoenix, Arizona, 85007.

	<p style="text-align: center;">Special Instructions to Offerors</p> <p style="text-align: center;">Solicitation No: VSP09-141</p>	<p style="text-align: center;">ARIZONA DEPARTMENT OF VETERANS' SERVICES 4141 N. 3RD Street Phoenix, Arizona 85012 (602) 263-1814 (602) 297-6683 Fax</p>
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1. **Pre-Offer Conference:** Prospective offerors are invited to attend a pre-offer conference. The date, time and location of this conference are indicated below. The purpose of this conference will be to explain the contents of this RFP in order to prevent any misunderstanding of the ADVS position. Any doubt as to the requirements of this RFP or any apparent omission or discrepancy should be presented to the ADVS at this conference. The ADVS will then determine the appropriate action required, and if necessary, issue a written amendment to the RFP. Oral statements or instructions during the pre-offer conference shall not constitute an amendment to this RFP.

Conference date: October 21, 2008

Conference time: 9:00 a.m.

Conference location: 4141 N. 3rd Street, Phoenix, Arizona, 85012

2. **Offer Acceptance (120 Days):** In order to allow for an adequate evaluation, the state requires an offer in response to this solicitation to be valid and irrevocable for one hundred twenty (120) days after the opening time and date.

3. **Proposal Format:** **One (1) original and three (3) copies** of each proposal shall be submitted on the forms and in the format specified in the RFP. The original copy of the proposal should be clearly labeled "ORIGINAL". The material should be in sequence and related to the RFP. The ADVS will not provide any reimbursement for the cost of developing or presenting proposals in response to this RFP. Failure to include the requested information may have a negative impact on the evaluation of the offeror's proposal. The proposal shall include at least the following information in the order below:

- 2.1. Offer and Acceptance Form, Page 28.
- 2.2. Method of Approach – as described in Paragraph 5(A), Evaluation Criteria.
- 2.3. Offerors Experiences – as described in Paragraph 5(B), Evaluation Criteria.
- 2.4. Cost – as described in Paragraph 5(C), Evaluation Criteria.
- 2.10. Uniform and Special Terms and Conditions.

4. **Proposal Opening:** Proposals shall be opened publicly at the time and place designated on the cover page of this document. The name of each offeror shall be read publicly and recorded. Prices will NOT be read. Proposals will not be subject to public inspection until after contract award.

5. **Evaluation Criteria:** In accordance with the A.R.S. § 41-2534, competitive sealed proposals, awards shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the Department based upon the evaluation criteria listed below. The evaluation factors are listed in the relative order of importance.

A. **Method of Approach :**

- i. Provide a description on the current inventory control measures.
- ii. Provide a description on the type of continuing education programs your company offers.
- iii. Provide a description on any savings or other opportunity models and reasoning for your proposed pricing models and proposed target incentive programs.
- iv. Provide a description on the plan of action when equipment is down.
- v. Provide a description on the plant capacity in terms of pounds processed. What is your current annual volume? How many shifts does your company currently operate?
- vi. Provide a description on the cost related to delivery carts and laundry bags (i.e. ownership, rentals, additions, replacement, and repairs).
- vii. Provide a description on the invoicing process.
- viii. Provide a description on the ability to provide billing based on commodity pricing?
- ix. Provide a description on the washing process.
- x. Provide a description on the sorting process.
- xi. Provide a description on the processes on control of torn, rewash and stain reclamation.
- xii. Provide a description on the infection control process.
- xiii. Provide a description on the available frequency of delivery.

Special Instructions to Offerors

Solicitation No: VSP09-141

ARIZONA DEPARTMENT OF VETERANS' SERVICES

4141 N. 3RD Street
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- xiv. Provide a description on the process of emergency deliveries.
- xv. Provide a description on the soiled pick-up process and frequency.
- xvi. Provide a description on the capabilities to deliver internally vs. dock delivery.
- xvii. Describe if your company has a computerized linen management system.

B. Offerors Experiences :

- i. Provide a description of company history and length of time in business.
- ii. Provide a description of how the company measures and reports customer satisfaction.
- iii. Provide a minimum of three (3) references on **Attachment A, page 30**. References shall be users of similar products as described in the solicitation. Offerors will be scored on the following criteria for each reference:
 - a. Customers satisfaction with quality of equipment provided.
 - b. Offerors working relationship with customer.
 - c. Offerors ability to deliver equipment and provide maintenance service in a timely manner.
 - d. Offerors performance and professional expertise about equipment and maintenance service.

C. Cost – Offeror shall provide firm, fixed prices in the space provided on the Price Sheet, pages 27. The Offeror shall provide per item charge to encompass all services required herein. Alternate methods of charging may be proposed for consideration, however, you must include the per item charge as your base bid. The Offeror shall also include any additional charges associated with completion of the services as described herein.

- 6. **Samples:** Sample of items listed in the **Scope of Work, Section 4.20, page 25** shall be submitted with proposal. Samples shall be furnished at no expense to ADVS. If no instructions are received for the return of the samples they will be discarded 30 days after award date.
- 7. **Multiple Delivery/Service/Pickup Schedule Type Contract:** Offerors shall be obligated to meet or exceed the multiple delivery/service/pickup scheduled defined in the solicitation and under the resultant contract.
- 8. **Single Award Contract:** This is an all or nothing solicitation. All items within this solicitation have been grouped together for purposes of obtaining these items collectively from a single source due to such factors as delivery location, pricing advantage, compatibility, etc. To be considered for award of this solicitation, the Offeror is required to provide prices on all items within the solicitation. Failure to provide pricing for any item within the solicitation shall result in the Offeror being declared non-responsive and ineligible to receive an award.
- 9. **Offeror's Responsibility:** The Offeror is cautioned that it is the Offerors sole responsibility to submit information related to the evaluation categories and that ADVS is under no obligation to solicit such information if it is not included with the Offerors proposal. Failure by the Offeror to submit such information may cause an adverse impact on the evaluation of the Offerors proposal.
- 10. **Clarifications:** Upon receipt and opening of proposals submitted in response to this solicitation, ADVS may request oral or written clarifications, including demonstrations or questions and answers, for the sole purpose of information gathering or of eliminating minor informalities or correcting nonjudgmental mistakes in proposals. Clarifications shall not otherwise afford the offerors the opportunity to alter or change its proposal.
- 11. **Discussions:** In accordance with A.R.S. 41-2534, after the initial receipt of proposals, ADVS may conduct discussions with those offerors who submit proposals determined by ADVS to be reasonably susceptible of being selected for award.
- 12. **Offshore Performance of Work Prohibited:** Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States. Any services that are described in the specifications or scope of work that directly serve ADVS or its clients and may involve access to secure or sensitive data or personal client data or development or modification of software for the United Sates shall be performed within the borders of the United Sates. Unless specifically stated otherwise in the specifications, this definition does not apply to indirect or "overhead" services,

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redundant back-up services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers. Offerors shall declare all anticipated offshore services in the proposal.

13. **Federal Immigration Laws, Compliance by State Contractors:** By signing the Offer the Offeror warrants that it and all proposed subcontractors are in compliance with the Federal Immigration and Nationality Act (FINA) and all other Federal immigration laws and regulations related to the immigration status of its employees. The Offeror shall obtain statements from all proposed subcontractors certifying compliance with this requirement and shall furnish the statements to the Procurement Officer upon request.
14. **Vendor Registration:** Prior to issuance of a Purchase Order and subsequent payment, the Contractor shall have a completed W-9 Form on file with the Financial Services Division. No payments shall be made until the forms are on file. The W-9 Form may be accessed through the ADOA General Accounting website www.gao.state.az.us/vendor/.
15. **Inquiries:** Any questions related to a solicitation must be directed to the Buyer whose name appears on the first page. Questions should be submitted in writing when time permits. The Buyer may require any and all questions to be submitted in writing at the Buyer's sole discretion. Any correspondence related to a solicitation should refer to the appropriate solicitation number, page, and paragraph number. However, the Offeror must not place the solicitation number on the outside of any envelope containing questions since such an envelope may be identified as a sealed bid and may not be opened until after the official solicitation due date and time.

.	<p style="text-align: center;">Uniform Terms and Conditions</p> <p style="text-align: center;">Solicitation No: VSP09-141</p>	<p style="text-align: center;">ARIZONA DEPARTMENT OF VETERANS' SERVICES 4141 N. 3RD Street Phoenix, Arizona 85012 (602) 263-1814 (602) 297-6683 Fax</p>
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- 1 Definition of Terms.** As used in this Solicitation and any resulting Contract, the terms listed below are defined as follows:
- 1.1 *"Attachment"* means any item the Solicitation requires the Offeror to submit as part of the Offer.
 - 1.2 *"Contract"* means the combination of the Solicitation, including the Uniform and Special Instructions to Offerors, the Uniform and Special Terms and Conditions, and the Specifications and Statement or Scope of Work; the Offer and any Best and Final Offers; and any Solicitation Amendments or Contract Amendments.
 - 1.3 *"Contract Amendment"* means a written document signed by the Procurement Officer that is issued for the purpose of making changes in the Contract.
 - 1.4 *"Contractor"* means any person who has a Contract with the State.
 - 1.5 *"Days"* means calendar days unless otherwise specified.
 - 1.6 *"Exhibit"* means any item labeled as an Exhibit in the Solicitation or placed in the Exhibits section of the Solicitation.
 - 1.7 *"Gratuity"* means a payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is received.
 - 1.8 *"Materials"* means all property, including equipment, supplies, printing, insurance and leases of property but does not include land, a permanent interest in land or real property or leasing space.
 - 1.9 *"Procurement Officer"* means the person, or his or her designee, duly authorized by the State to enter into and administer Contracts and make written determinations with respect to the Contract.
 - 1.10 *"Services"* means the furnishing of labor, time or effort by a contractor or subcontractor which does not involve the delivery of a specific end product other than required reports and performance, but does not include employment agreements or collective bargaining agreements.
 - 1.11 *"Subcontract"* means any Contract, express or implied, between the Contractor and another party or between a subcontractor and another party delegating or assigning, in whole or in part, the making or furnishing of any material or any service required for the performance of the Contract.
 - 1.12 *"State"* means the State of Arizona and Department or Agency of the State that executes the Contract.
 - 1.13 *"State Fiscal Year"* means the period beginning with July 1 and ending June 30,
- 2 Contract Interpretation**
- 2.1 Arizona Law. The Arizona law applies to this Contract including, where applicable, the Uniform Commercial Code as adopted by the State of Arizona and the Arizona Procurement Code, Arizona Revised Statutes (A.R.S.) Title 41, Chapter 23, and its implementing rules, Arizona Administrative Code (A.A.C.) Title 2, Chapter 7.
 - 2.2 Implied Contract Terms. Each provision of law and any terms required by law to be in this Contract are a part of this Contract as if fully stated in it.
 - 2.3 Contract Order of Precedence. In the event of a conflict in the provisions of the Contract, as accepted by the State and as they may be amended, the following shall prevail in the order set forth below:
 - 2.3.1 Special Terms and Conditions;
 - 2.3.2 Uniform Terms and Conditions;
 - 2.3.3 Statement or Scope of Work;
 - 2.3.4 Specifications;
 - 2.3.5 Attachments;
 - 2.3.6 Exhibits;
 - 2.3.7 Documents referenced or included in the Solicitation.

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- 2.4 Relationship of Parties. The Contractor under this Contract is an independent Contractor. Neither party to this Contract shall be deemed to be the employee or agent of the other party to the Contract.
- 2.5 Severability. The provisions of this Contract are severable. Any term or condition deemed illegal or invalid shall not affect any other term or condition of the Contract.
- 2.6 No Parole Evidence. This Contract is intended by the parties as a final and complete expression of their agreement. No course of prior dealings between the parties and no usage of the trade shall supplement or explain any terms used in this document and no other understanding either oral or in writing shall be binding.
- 2.7 No Waiver. Either party's failure to insist on strict performance of any term or condition of the Contract shall not be deemed a waiver of that term or condition even if the party accepting or acquiescing in the nonconforming performance knows of the nature of the performance and fails to object to it.

3 Contract administration and operation.

- 3.1 Records. Under A.R.S. § 35-214 and § 35-215, the Contractor shall retain and shall contractually require each subcontractor to retain all data and other "records" relating to the acquisition and performance of the Contract for a period of five years after the completion of the Contract. All records shall be subject to inspection and audit by the State at reasonable times. Upon request, the Contractor shall produce a legible copy of any or all such records.
- 3.2 Non-Discrimination. The Contractor shall comply with State Executive Order No. 99-4 and all other applicable Federal and State laws, rules and regulations, including the Americans with Disabilities Act.
- 3.3 Audit. Pursuant to ARS § 35-214, at any time during the term of this Contract and five (5) years thereafter, the Contractor's or any subcontractor's books and records shall be subject to audit by the State and, where applicable, the Federal Government, to the extent that the books and records relate to the performance of the Contract or Subcontract.
- 3.4 Facilities Inspection and Materials Testing. The Contractor agrees to permit access to its facilities, subcontractor facilities and the Contractor's processes or services, at reasonable times for inspection of the facilities or materials covered under this Contract. The State shall also have the right to test, at its own cost, the materials to be supplied under this Contract. Neither inspection of the Contractor's facilities nor materials testing shall constitute final acceptance of the materials or services. If the State determines noncompliance of the materials, the Contractor shall be responsible for the payment of all costs incurred by the State for testing and inspection.
- 3.5 Notices. Notices to the Contractor required by this Contract shall be made by the State to the person indicated on the Offer and Acceptance form submitted by the Contractor unless otherwise stated in the Contract. Notices to the State required by the Contract shall be made by the Contractor to the Solicitation Contact Person indicated on the Solicitation cover sheet, unless otherwise stated in the Contract. An authorized Procurement Officer and an authorized Contractor representative may change their respective person to whom notice shall be given by written notice to the other and an amendment to the Contract shall not be necessary.
- 3.6 Advertising, Publishing and Promotion of Contract. The Contractor shall not use, advertise or promote information for commercial benefit concerning this Contract without the prior written approval of the Procurement Officer.
- 3.7 Property of the State. Any materials, including reports, computer programs and other deliverables, created under this Contract are the sole property of the State. The Contractor is not entitled to a patent or copyright on those materials and may not transfer the patent or copyright to anyone else. The Contractor shall not use or release these materials without the prior written consent of the State.
- 3.8 Ownership of Intellectual Property

Any and all intellectual property, including but not limited to copyright, invention, trademark, trade name, service mark, and/or trade secrets created or conceived pursuant to or as a result of this contract and any related subcontract ("Intellectual Property"), shall be work made for hire and the State shall be considered the creator of such Intellectual Property. The agency, department, division, board or commission of the State of Arizona requesting the issuance of the contract shall own (for and on behalf of the

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State) the entire right, title and interest to the Intellectual Property throughout the world. Contractor shall notify the State, within thirty (30) days, of the creation of any Intellectual Property by it or its subcontractor(s). Contractor, on behalf of itself and any subcontractor (s), agrees to execute any and all document(s) necessary to assure ownership of the Intellectual Property vests in the State and shall take no affirmative actions that might have the effect of vesting all or part of the Intellectual Property in any entity other than the State. The Intellectual Property shall not be disclosed by contractor or its subcontractor(s) to any entity not the State without the express written authorization of the agency, department, division, board or commission of the State of Arizona requesting the issuance of this contract.

4 Costs and Payments

- 4.1 Payments. Payments shall comply with the requirements of A.R.S. Titles 35 and 41, Net 30 days. Upon receipt and acceptance of goods or services, the Contractor shall submit a complete and accurate invoice for payment from the State within thirty (30) days.
- 4.2 Delivery. Unless stated otherwise in the Contract, all prices shall be F.O.B. Destination and shall include all freight delivery and unloading at the destination.
- 4.3 Applicable Taxes.
 - 4.3.1 Payment of Taxes. The Contractor shall be responsible for paying all applicable taxes.
 - 4.3.2 State and Local Transaction Privilege Taxes. The State of Arizona is subject to all applicable state and local transaction privilege taxes. Transaction privilege taxes apply to the sale and are the responsibility of the seller to remit. Failure collect such taxes from the buyer does not relieve the seller from its obligation to remit taxes.
 - 4.3.3 Tax Indemnification. Contractor and all subcontractors shall pay all Federal, state and local taxes applicable to its operation and any persons employed by the Contractor. Contractor shall, and require all subcontractors to hold the State harmless from any responsibility for taxes, damages and interest, if applicable, contributions required under Federal, and/or state and local laws and regulations and any other costs including transaction privilege taxes, unemployment compensation insurance, Social Security and Worker's Compensation.
 - 4.3.4 IRS W9 Form. In order to receive payment the Contractor shall have a current IRS W9 Form on file with the State of Arizona, unless not required by law.
- 4.4 Availability of Funds for the Next State fiscal year. Funds may not presently be available for performance under this Contract beyond the current state fiscal year. No legal liability on the part of the State for any payment may arise under this Contract beyond the current state fiscal year until funds are made available for performance of this Contract.
- 4.5 Availability of Funds for the current State fiscal year. Should the State Legislature enter back into session and reduce the appropriations or for any reason and these goods or services are not funded, the State may take any of the following actions:
 - 4.5.1 Accept a decrease in price offered by the, contractor
 - 4.5.2 Cancel the Contract
 - 4.5.3 Cancel the contract and re-solicit the requirements.

5 Contract changes

- 5.1 Amendments. This Contract is issued under the authority of the Procurement Officer who signed this Contract. The Contract may be modified only through a Contract Amendment within the scope of the Contract. Changes to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by a person who is not specifically authorized by the procurement officer in writing or made unilaterally by the Contractor are violations of the Contract and of applicable law. Such changes, including unauthorized written Contract Amendments shall be void and without effect, and the Contractor shall not be entitled to any claim under this Contract based on those changes.
- 5.2 Subcontracts. The Contractor shall not enter into any Subcontract under this Contract for the performance of this contract without the advance written approval of the Procurement Officer. The Contractor shall clearly list any proposed subcontractors and the subcontractor's proposed responsibilities. The Subcontract shall incorporate by reference the terms and conditions of this Contract.

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- 5.3 Assignment and Delegation. The Contractor shall not assign any right nor delegate any duty under this Contract without the prior written approval of the Procurement Officer. The State shall not unreasonably withhold approval.

6 Risk and Liability

- 6.1 Risk of Loss. The Contractor shall bear all loss of conforming material covered under this Contract until received by authorized personnel at the location designated in the purchase order or Contract. Mere receipt does not constitute final acceptance. The risk of loss for nonconforming materials shall remain with the Contractor regardless of receipt.

6.2 Indemnification

- 6.2.1 Contractor/Vendor Indemnification (Not Public Agency) The parties to this contract agree that the State of Arizona, its' departments, agencies, boards and commissions shall be indemnified and held harmless by the contractor for the vicarious liability of the State as a result of entering into this contract. However, the parties further agree that the State of Arizona, its' departments, agencies, boards and commissions shall be responsible for its' own negligence. Each party to this contract is responsible for its' own negligence.

- 6.2.2 Public Agency Language Only Each party (as 'indemnitor') agrees to indemnify, defend, and hold harmless the other party (as 'indemnitee') from and against any and all claims, losses, liability, costs, or expenses (including reasonable attorney's fees) (hereinafter collectively referred to as 'claims') arising out of bodily injury of any person (including death) or property damage but only to the extent that such claims which result in vicarious/derivative liability to the indemnitee, are caused by the act, omission, negligence, misconduct, or other fault of the indemnitor, its' officers, officials, agents, employees, or volunteers."

- 6.3 Indemnification - Patent and Copyright. The Contractor shall indemnify and hold harmless the State against any liability, including costs and expenses, for infringement of any patent, trademark or copyright arising out of Contract performance or use by the State of materials furnished or work performed under this Contract. The State shall reasonably notify the Contractor of any claim for which it may be liable under this paragraph. If the contractor is insured pursuant to A.R.S. § 41-621 and § 35-154, this section shall not apply.

6.4 Force Majeure.

- 6.4.1 Except for payment of sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force majeure. The term "*force majeure*" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God; acts of the public enemy; war; riots; strikes; mobilization; labor disputes; civil disorders; fire; flood; lockouts; injunctions-intervention-acts; or failures or refusals to act by government authority; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence.

- 6.4.2 Force Majeure shall not include the following occurrences:

- 6.4.2.1 Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, or an oversold condition of the market;

- 6.4.2.2 Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure term and condition; or

- 6.4.2.3 Inability of either the Contractor or any subcontractor to acquire or maintain any required insurance, bonds, licenses or permits.

- 6.4.3 If either party is delayed at any time in the progress of the work by force majeure, the delayed party shall notify the other party in writing of such delay, as soon as is practicable and no later than the following working day, of the commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be delivered or mailed certified-return receipt and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing when it has done so. The time of completion shall be extended

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by Contract Amendment for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this Contract.

6.4.4 Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure.

6.5 Third Party Antitrust Violations. The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

7 Warranties

7.1 Liens. The Contractor warrants that the materials supplied under this Contract are free of liens and shall remain free of liens.

7.2 Quality. Unless otherwise modified elsewhere in these terms and conditions, the Contractor warrants that, for one year after acceptance by the State of the materials, they shall be:

7.2.1 Of a quality to pass without objection in the trade under the Contract description;

7.2.2 Fit for the intended purposes for which the materials are used;

7.2.3 Within the variations permitted by the Contract and are of even kind, quantity, and quality within each unit and among all units;

7.2.4 Adequately contained, packaged and marked as the Contract may require; and

7.2.5 Conform to the written promises or affirmations of fact made by the Contractor.

7.3 Fitness. The Contractor warrants that any material supplied to the State shall fully conform to all requirements of the Contract and all representations of the Contractor, and shall be fit for all purposes and uses required by the Contract.

7.4 Inspection/Testing. The warranties set forth in subparagraphs 7.1 through 7.3 of this paragraph are not affected by inspection or testing of or payment for the materials by the State.

7.5 Year 2000.

7.5.1 Notwithstanding any other warranty or disclaimer of warranty in this Contract, the Contractor warrants that all products delivered and all services rendered under this Contract shall comply in all respects to performance and delivery requirements of the specifications and shall not be adversely affected by any date-related data Year 2000 issues. This warranty shall survive the expiration or termination of this Contract. In addition, the defense of *force majeure* shall not apply to the Contractor's failure to perform specification requirements as a result of any date-related data Year 2000 issues.

7.5.2 Additionally, notwithstanding any other warranty or disclaimer of warranty in this Contract, the Contractor warrants that each hardware, software, and firmware product delivered under this Contract shall be able to accurately process date/time data (including but not limited to calculation, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000 and leap year calculations, to the extent that other information technology utilized by the State in combination with the information technology being acquired under this Contract properly exchanges date-time data with it. If this Contract requires that the information technology products being acquired perform as a system, or that the information technology products being acquired perform as a system in combination with other State information technology, then this warranty shall apply to the acquired products as a system. The remedies available to the State for breach of this warranty shall include, but shall not be limited to, repair and replacement of the information technology products delivered under this Contract. In addition, the defense of *force majeure* shall not apply to the failure of the Contractor to perform any specification requirements as a result of any date-related data Year 2000 issues.

7.6 Compliance With Applicable Laws. The materials and services supplied under this Contract shall comply with all applicable Federal, state and local laws, and the Contractor shall maintain all applicable licenses and permit requirements.

7.7 Survival of Rights and Obligations after Contract Expiration or Termination.

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7.71 Contractor's Representations and Warranties. All representations and warranties made by the Contractor under this Contract shall survive the expiration or termination hereof. In addition, the parties hereto acknowledge that pursuant to A.R.S. § 12-510, except as provided in A.R.S. § 12-529, the State is not subject to or barred by any limitations of actions prescribed in A.R.S., Title 12, Chapter 5.

7.7.2 Purchase Orders. The Contractor shall, in accordance with all terms and conditions of the Contract, fully perform and shall be obligated to comply with all purchase orders received by the Contractor prior to the expiration or termination hereof, unless otherwise directed in writing by the Procurement Officer, including, without limitation, all purchase orders received prior to but not fully performed and satisfied at the expiration or termination of this Contract.

8 State's Contractual Remedies

8.1 Right to Assurance. If the State in good faith has reason to believe that the Contractor does not intend to, or is unable to perform or continue performing under this Contract, the Procurement Officer may demand in writing that the Contractor give a written assurance of intent to perform. Failure by the Contractor to provide written assurance within the number of Days specified in the demand may, at the State's option, be the basis for terminating the Contract under the Uniform Terms and Conditions or other rights and remedies available by law or provided by the contract.

8.2 Stop Work Order.

8.2.1 The State may, at any time, by written order to the Contractor, require the Contractor to stop all or any part, of the work called for by this Contract for period(s) of days indicated by the State after the order is delivered to the Contractor. The order shall be specifically identified as a stop work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage.

8.2.2 If a stop work order issued under this clause is canceled or the period of the order or any extension expires, the Contractor shall resume work. The Procurement Officer shall make an equitable adjustment in the delivery schedule or Contract price, or both, and the Contract shall be amended in writing accordingly.

8.3 Non-exclusive Remedies. The rights and the remedies of the State under this Contract are not exclusive.

8.4 Nonconforming Tender. Materials or services supplied under this Contract shall fully comply with the Contract. The delivery of materials or services or a portion of the materials or services that do not fully comply constitutes a breach of contract. On delivery of nonconforming materials or services, the State may terminate the Contract for default under applicable termination clauses in the Contract, exercise any of its rights and remedies under the Uniform Commercial Code, or pursue any other right or remedy available to it.

8.5 Right of Offset. The State shall be entitled to offset against any sums due the Contractor, any expenses or costs incurred by the State, or damages assessed by the State concerning the Contractor's non-conforming performance or failure to perform the Contract, including expenses, costs and damages described in the Uniform Terms and Conditions.

9 Contract Termination

9.1 Cancellation for Conflict of Interest. Pursuant to A.R.S. § 38-511, the State may cancel this Contract within three (3) years after Contract execution without penalty or further obligation if any person significantly involved in initiating, negotiating, securing, drafting or creating the Contract on behalf of the State is or becomes at any time while the Contract or an extension of the Contract is in effect an employee of or a consultant to any other party to this Contract with respect to the subject matter of the Contract. The cancellation shall be effective when the Contractor receives written notice of the cancellation unless the notice specifies a later time. If the Contractor is a political subdivision of the State, it may also cancel this Contract as provided in A.R.S. § 38-511.

9.2 Gratuities. The State may, by written notice, terminate this Contract, in whole or in part, if the State determines that employment or a Gratuity was offered or made by the Contractor or a representative of the Contractor to any officer or employee of the State for the purpose of influencing the outcome of the procurement or securing the Contract, an amendment to the Contract, or favorable treatment concerning the Contract, including the making of any determination or decision about

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contract performance. The State, in addition to any other rights or remedies, shall be entitled to recover exemplary damages in the amount of three times the value of the Gratuity offered by the Contractor.

- 9.3 **Suspension or Debarment.** The State may, by written notice to the Contractor, immediately terminate this Contract if the State determines that the Contractor has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor of any public procurement unit or other governmental body. Submittal of an offer or execution of a contract shall attest that the contractor is not currently suspended or debarred. If the contractor becomes suspended or debarred, the contractor shall immediately notify the State.
- 9.4 **Termination for Convenience.** The State reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the State without penalty or recourse. Upon receipt of the written notice, the Contractor shall stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the State. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the State upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination. The cost principles and procedures provided in A.A.C. R2-7-701 shall apply.
- 9.5 **Termination for Default.**
- 9.5.1 In addition to the rights reserved in the contract, the State may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.
- 9.5.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the State on demand.
- 9.5.3 The State may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the State for any excess costs incurred by the State in procuring materials or services in substitution for those due from the Contractor.
- 9.6 **Continuation of Performance Through Termination.** The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.
- 10 **Contract Claims.** All contract claims or controversies under this Contract shall be resolved according to A.R.S. Title 41, Chapter 23, Article 9, and rules adopted thereunder.
- 11 **Arbitration.** The parties to this Contract agree to resolve all disputes arising out of or relating to this contract through arbitration, after exhausting applicable administrative review, to the extent required by A.R.S. § 12-1518, except as may be required by other applicable statutes (Title 41).
- 12 **Comments Welcome.** The State Procurement Office periodically reviews the Uniform Terms and Conditions and welcomes any comments you may have. Please submit your comments to: State Procurement Administrator, State Procurement Office, 100 North 15th Avenue, Suite 104, Phoenix, Arizona, 85007.

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1. **Purpose:** Pursuant to provisions of the Arizona Procurement Code, ARS 41-2501 et seq., the State of Arizona, Arizona Department of Veterans' Services intends to establish a contract for the materials or services as listed herein.
2. **Term Of Contract (1 Year):** The term of the resultant contract shall commence upon award and shall remain in effect for one year unless terminated, canceled, or extended as otherwise provided herein.
3. **Contract Extension (4 Years):** By mutual written contract amendment, any resultant contract may be extended for supplemental periods of up to one year for a maximum of four (4) years. The contract term shall not exceed a total of five (5) years from the effective date of the contract.
4. **Contract Type:**

☒ Fixed Price
5. **Licenses:** The Contractor shall maintain in current status, all federal, state and local licenses and permits required for the operation of the business conducted by the contractor.
6. **Contract Implementation Meetings:** Upon award, the contractor may be required to participate in meetings for the successful implementation of the contract. The meetings will be at the discretion of the agency. The contractor will be notified in advance of the meeting(s) time, frequency, and locations to ensure all appropriate contract staff and representatives attend. The State reserves the right to decline conference call attendance or participation.
7. **Price Reduction:** A price reduction adjustment may be offered at any time during the term of the contract and shall become effective upon notice.
8. **State Property Protection:** Offeror shall protect its equipment from damage and shall protect state property from damage or loss in connection with performance of this contract. The Offeror shall be liable for any damage, injury or loss caused by its operations or those of its employees.
9. **Inside Delivery:** Inside delivery shall be in accordance with the delivery schedule set forth by ADVS.
10. **Estimated Usage:** ADVS anticipates considerable activity resulting from contract that will be awarded as a result of this solicitation; however, no commitment of any kind is made concerning usage actually acquired and the fact should be taken into consideration by each potential contractor.
11. **Safety Standards:** All items supplied on this contract must comply with the current applicable occupational safety and health standards of the State of Arizona Industrial Commission, The National Electric Code, and the National Fire Protection Association Standards.
12. **Ordering Instructions:** Authorization for purchases under the Terms and Conditions of this contract will be made only upon issuance of a purchase document signed by an authorized agent. The purchase document will specify the service requested, delivery instructions and any other pertinent information required. All State and vendor documents must reference the resultant purchase document by number.
13. **Payment:** The state will make every effort to process payment for the purchase of goods or services within thirty (30) calendar days after receipt of goods or services and a correct notice of amount due, unless a good faith dispute exists as to any obligation to pay all or a portion of the account. Any offer that requires payment in less than thirty (30) calendar days shall not be considered.
14. **Stop Work Order:** ADVS may, at any time, by written order to the Contractor, require the Contractor to stop all or any part, of the work called by this Contract for period(s) of days indicated by ADVS after the order is delivered to the Contractor. The order shall be specifically identified as a stop work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of cost allocable to the work covered by the order during the period of work stoppage.

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15. **Confidentiality Records:** The Contractor shall establish and maintain procedures and controls acceptable to ADVS for the purpose of assuring that information or data in its possession is not mishandled, misused, released, disclosed, or used in an inappropriate manner by it, its agents, officers, or employees. This includes information contained in its records obtained from the State or others, necessary for contract performance. The contractor shall take all reasonable steps and precautions to safeguard this information and data and shall not divulge the information or data to parties other than those needed for the performance of duties under the contract.
16. **Contract:** The contract between ADVS and the Contractor shall consist of the solicitation as amended, any request for clarifications and/or best and final offers, the proposal submitted by the contractor, their responses to any request for clarifications and/or their best and final offer. In the event of a conflict in language between the documents referenced above, the provisions and requirements set forth and/or referenced in the solicitation as amended shall govern. However, ADVS reserves the right to clarify any contractual relationship in writing, and such written clarification shall govern in case of conflict with the applicable requirements stated in the solicitation as amended or the contractor's proposal. In all other matters not affected by written clarification, if any, the solicitation shall govern.
17. **Independent Contractor:** The Contractor shall represent himself as an independent contractor and shall not represent himself as an employee of the State. The Contractor shall be responsible for all taxes, FICA, employee fringe benefits, workers compensation, and employee insurances.
18. **Ownership:** All deliverables and/or other products of the contract (including but limited to all software documentation, reports, records, summaries and other matter and materials prepared or developed by the contractor in performance of the contract) shall be the sole, absolute and exclusive property of the State of Arizona, free from any claim or retention of right on the part of the contractor, its agents, sub-contractors, officers or employees.
19. **Amendments:** Any change in the contract including the Scope of Work described herein, whether by modification or supplementation, must be accomplished by a formal contract amendment signed and approved by and between the duly authorized representatives of the Contractor and the Arizona Department of Veterans' Services. Any such amendment shall specify an effective date, any increase or decreases in the amount of the Contractors' compensation if applicable and entitled as an "Amendment," and signed by the parties identified in the preceding sentence. The Contractor expressly and explicitly understands and agrees that no other method and/or no other document, including correspondence, acts, and oral communications by or from any persons, shall be used or construed as an amendment or modification or supplementation to the contract.
20. **Authority to Contract:** This contract activity is issued under the authority of the Department of Veterans' Services, Purchasing Officer. No alteration of any portion of the contract, any items or services awarded, or any other agreement that is based upon this contract may be made without express written approval of the Purchasing Officer of the Department of Veterans' Services in the form of an official contract amendment. Any attempt to offer any documents on the part of any ordering agency or any contractor is a violation of the contract and the Arizona Procurement Code. Any such action is subject to the Legal and contractual remedies available to the state inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.
21. **Contract Problems or Changes:** If at anytime during the course of the contract the Department makes the supplier aware of any problems with their products, the supplier shall take immediate action to investigate the cause and to develop a solution. Non-response or an untimely response can be grounds for non-use, contract suspension, or contract cancellation

No change to this contract or any item supplied under this contract is allowed without the expressed written authorization of the Department Procurement Contract Management Specialist. The Department will be the sole authority as to how the proposed change, modification or substitutions is evaluated and whether it is turned down, accepted or accepted conditionally.

The supplier shall use the quarterly customer service visits to help prevent problems before they occur.

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22. **Availability of Funds For Next Fiscal Year:** Funds are not presently available for performance under this contract beyond the current fiscal year. The State's obligation for performance of this contract beyond this fiscal year is contingent upon the availability of funds from which payment for contract purposes can be made. No legal liability on the part of the State for any payment may arise for performance under this contract beyond the current fiscal year until funds are made available for performance of this contract.
23. **Cancellation (Immediate):** This contract is critical to the State of Arizona and the State reserves the right to immediately cancel the whole or any part of this contract due to failure of the contractor to carry out any term, promise, or condition of the contract. The State will issue written notice of default effective at once and not deferred by any interval of time.
24. **Indemnification Clause:**

Contractor shall indemnify, defend, save and hold harmless the State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees (hereinafter referred to as "Indemnatee") from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys' fees, and costs of claim processing, investigation and litigation) (hereinafter referred to as "Claims") for bodily injury or personal injury (including death), or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Contractor or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any claim or amount arising out of or recovered under the Workers' Compensation Law or arising out of the failure of such contractor to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. It is the specific intention of the parties that the Indemnatee shall, in all instances, except for Claims arising solely from the negligent or willful acts or omissions of the Indemnatee, be indemnified by Contractor from and against any and all claims. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. In consideration of the award of this contract, the Contractor agrees to waive all rights of subrogation against the State of Arizona, its officers, officials, agents and employees for losses arising from the work performed by the Contractor for the State of Arizona.

This indemnity shall not apply if the contractor or sub-contractor(s) is/are an agency, board, commission or university of the State of Arizona.

Insurance Requirements:

Contractor and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract, are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

The *insurance requirements* herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. The State of Arizona in no way warrants that the minimum limits contained herein are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this contract by the Contractor, its agents, representatives, employees or subcontractors, and Contractor is free to purchase additional insurance.

- A. **Minimum Scope and Limits of Insurance:** Contractor shall provide coverage with limits of liability not less than those stated below.

1. **Commercial General Liability – Occurrence Form**

Policy shall include bodily injury, property damage, personal injury and broad form contractual liability coverage.

- General Aggregate \$2,000,000
- Products – Completed Operations Aggregate \$1,000,000
- Personal and Advertising Injury \$1,000,000
- Blanket Contractual Liability – Written and Oral \$1,000,000
- Fire Legal Liability \$ 50,000
- Each Occurrence \$1,000,000

- a. The policy shall be endorsed to include the following additional insured language: ***"The State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials,***

	<p style="text-align: center;">Special Terms and Conditions</p> <p style="text-align: center;">Solicitation No: VSP09-141</p>	<p style="text-align: center;">ARIZONA DEPARTMENT OF VETERANS' SERVICES 4141 N. 3RD Street Phoenix, Arizona 85012 (602) 263-1814 (602) 297-6683 Fax</p>
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agents, and employees shall be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of the Contractor".

- b. Policy shall contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

2. Business Automobile Liability

Bodily Injury and Property Damage for any owned, hired, and/or non-owned vehicles used in the performance of this Contract.

Combined Single Limit (CSL) \$1,000,000

- a. The policy shall be endorsed to include the following additional insured language: *"The State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees shall be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of the Contractor, involving automobiles owned, leased, hired or borrowed by the Contractor".*
- b. Policy shall contain a waiver of subrogation against the State of Arizona, as departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

3. Worker's Compensation and Employers' Liability

Workers' Compensation	Statutory
Employers' Liability	
Each Accident	\$ 500,000
Disease – Each Employee	\$ 500,000
Disease – Policy Limit	\$1,000,000

- a. Policy shall contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.
- b. This requirement shall not apply to: Separately, EACH contractor or subcontractor exempt under A.R.S. 23-901, and when such contractor or subcontractor executes the appropriate waiver (Sole Proprietor/Independent Contractor) form.

B. Additional Insurance Requirements: The policies shall include, or be endorsed to include, the following provisions:

1. The State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees wherever additional insured status is required such additional insured shall be covered to the full limits of liability purchased by the Contractor, even if those limits of liability are in excess of those required by this Contract.
2. The Contractor's insurance coverage shall be primary insurance with respect to all other available sources.
3. Coverage provided by the Contractor shall not be limited to the liability assumed under the indemnification provisions of this Contract.

C. Notice of Cancellation: Each insurance policy required by the insurance provisions of this Contract shall provide the required coverage and shall not be suspended, voided, canceled, or reduced in coverage or in limits except after thirty (30) days prior written notice has been given to the State of Arizona. Such notice shall be sent directly to **Diana Martinez, Arizona Department of Veterans' Services, Arizona State Veterans Home, 4141 N. 3rd Street, Phoenix, AZ 85012** and shall be sent by certified mail, return receipt requested.

D. Acceptability of Insurers: Insurance is to be placed with duly licensed or approved non-admitted insurers in the state of Arizona with an "A.M. Best" rating of not less than A- VII. The State of Arizona in no way warrants that the above-required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

	<p style="text-align: center;">Special Terms and Conditions</p> <p style="text-align: center;">Solicitation No: VSP09-141</p>	<p style="text-align: center;">ARIZONA DEPARTMENT OF VETERANS' SERVICES 4141 N. 3RD Street Phoenix, Arizona 85012 (602) 263-1814 (602) 297-6683 Fax</p>
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- E. **Verification of Coverage:** Contractor shall furnish the State of Arizona with certificates of insurance (ACORD form or equivalent approved by the State of Arizona) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

All certificates and endorsements are to be received and approved by the State of Arizona before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work under this Contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this Contract, or to provide evidence of renewal, is a material breach of contract.

All certificates required by this Contract shall be sent directly to **Diana Martinez, Arizona Department of Veterans' Services, Arizona State Veterans Home, 4141 N. 3rd Street, Phoenix, AZ 85012**. The State of Arizona project/contract number and project description shall be noted on the certificate of insurance. The State of Arizona reserves the right to require complete, certified copies of all insurance policies required by this Contract at any time. **DO NOT SEND CERTIFICATES OF INSURANCE TO THE STATE OF ARIZONA'S RISK MANAGEMENT SECTION.**

- F. **Subcontractors:** Contractors' certificate(s) shall include all subcontractors as insureds under its policies **or** Contractor shall furnish to the State of Arizona separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.

- G. **Approval:** Any modification or variation from the *insurance requirements* in this Contract shall be made by the Department of Administration, Risk Management Section, whose decision shall be final. Such action will not require a formal Contract amendment, but may be made by administrative action.

- H. **Exceptions:** In the event the Contractor or sub-contractor(s) is/are a public entity, then the Insurance Requirements shall not apply. Such public entity shall provide a Certificate of Self-insurance. If the contractor or sub-contractor(s) is/are a State of Arizona agency, board, commission, or university, none of the above shall apply.

25. **Federal Immigration Laws, Compliance by State Contractors:** By entering into the Contract, the Contractor warrants compliance with Federal Immigration and Nationality Act (FINA) and all other Federal immigration laws and regulations related to the immigration status of its employees. The Contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract. The Contractor and its subcontractors shall also maintain Employment Eligibility Verifications forms (I-9) as required by the U.S. Department of Labor's Immigration and Control Act, for all employees performing work under the Contract. I-9 forms are available for download at USCIS.GOV.

The State may request verification of compliance for any Contractor or subcontractor performing work under the Contract. Should the state suspect or find that the Contractor or any of its subcontractors are not in compliance, the State may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

26. **Health Insurance Portability And Accountability Act Of 1996 (HIPAA):** The Contractor warrants that it is familiar with the requirements of HIPAA and HIPAA's accompanying regulations and will comply with all applicable HIPAA requirements in the course of this contract. Contractor warrants that it will cooperate with the Arizona Department of Veterans' Services (ADVS) in the course of performance of the contract so that both the ADVS and Contractor will be in compliance with HIPAA and other compliance officials required by HIPAA and its regulations. Contractor will sign any documents that are reasonably necessary to keep the ADVS and Contractor in compliance with HIPAA, including, but not limited to, business associate agreements.

27. **Pandemic Contractual Performance:**

1. The State shall require a written plan that illustrates how the contractor shall perform up to contractual standards in the event of a pandemic. The state may require a copy of the plan at anytime prior or post award of a contract. At a minimum, the pandemic performance plan shall include:
 - a) Key succession and performance planning if there is a sudden significant decrease in contractor's workforce.
 - b) Alternative methods to ensure there are products in the supply chain.

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- c) An up to date list of company contacts and organizational chart.
2. In the event of a pandemic, as declared by the Governor of Arizona, U.S. Government or the World Health Organization, which makes performance of any term under this contract impossible or impracticable, the State shall have the following rights:
 - a) After the official declaration of a pandemic, the State may temporarily void the contract(s) in whole or specific sections if the contractor cannot perform to the standards agreed upon in the initial terms.
 - b) The State shall not incur any liability if a pandemic is declared and emergency procurements are authorized by the director as per § 41-2537 of the Arizona Procurement Code.
 - c) Once the pandemic is officially declared over and/or the contractor can demonstrate the ability to perform, the State, at its sole discretion may reinstate the temporarily voided contract(s).
28. **Offshore Performance Of Work Prohibited:** Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States. Any services that are described in the specifications or scope of work that directly serve the State of Arizona or its clients and may involve access to secure or sensitive data or personal client data or development or modification of software for the State shall be performed within the borders of the United States. Unless specifically stated otherwise in the specifications, this definition does not apply to indirect or “overhead” services, redundant back-up services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers.
29. **E-Verify Requirement:**
 1. The contractor warrants compliance with all Federal immigration laws and regulations relating to employees and warrants its compliance with Section A.R.S. § 23-214, Subsection A. (That subsection reads: “After December 31, 2007, every employer, after hiring an employee, shall verify the employment eligibility of the employee through the E-Verify program.)
 2. A breach of warranty regarding compliance with immigration laws and regulations shall be deemed a material breach of the contract and the contractor may be subject to penalties up to and including termination of the contract.
 3. Failure to comply with a State audit process to randomly verify the employment records of contractors and subcontractors shall be deemed a material breach of the contract and the contractor may be subject to penalties up to and including termination of the contract.
 4. The State Agency retains the legal right to inspect the papers of any employee who works on the contract to ensure that the contractor or subcontractor is complying with the warranty under paragraph 1.

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1. **Introduction:** [The Arizona Department of Veterans' Services \(ADVS\) intends to establish a contract for the materials and services as listed herein.](#)

2. **Background:** The Arizona Department of Veterans' Services (ADVS), Arizona State Veteran Home (ASVH), operates a skilled nursing facility located at 4141 N. 3rd Street, Phoenix, Arizona 85012. This location is a 200-bed facility. The ASVH is in operation seven days a week, 24-hours a day. This is a state-owned and operated facility built to serve the long-term needs of the veterans (and spouses) of Arizona.

The 200 beds are divided into four 50-bed units with one hundred fifty (150) skilled beds and a 50-bed Alzheimer's unit. There are 24 Medicare certified beds in the facility. Each unit has an individual dining room and a well decorated day room with a big screen TV. There is a centralized nursing station on each unit.

A totally committed and comprehensive nursing care program is administered 24 hours a day, seven days a week. ASVH staff offers the best in physical therapy, occupational, speech therapy, and respiratory therapy, rehabilitative work and exercise classes.

The services provided by the Arizona State Veteran Home must adapt to meet the ever-changing health care needs of the population served. Care provided at the Arizona State Veteran Home is based on the most currently accepted knowledge, practices, and technologies implemented through skilled personnel. In all levels of care, interdisciplinary approaches are planned with the resident and/or family to meet his or her needs. Programs are aimed at meeting long-term health care needs and encouraging wellness through preventive and rehabilitative services offered to assist in attaining and maintaining an optimal level of functioning.

Age, disability, or terminal illness should not limit the individual's right to experience life to the fullest extent possible. Despite the complexity of care required and the degree of disability, the Arizona State Veteran Home strives to provide care that promotes the resident's dignity, self-determination, happiness, and well-being in a home-like environment. Basic to the emphasis is fostering the individual to be a self-determining and independent as possible.

The Arizona State Veteran Home is committed to quality care. It is important to anticipate trends in care needs and plan services to meet those trends, evaluate the care provided, research new approaches, and update programming. The Arizona State Veteran Home has the responsibility to share findings with others involved in long-term health care services.

3. **Objective:** The intent of this solicitation is to allow the ADVS to enter into a contract with qualified individuals and/or organizations to provide Laundry and Linen Services for the residents of the Arizona State Veteran Home (ASVH).

The Contractor shall provide Laundry and Linen Services to ASVH in accordance with the provision and requirements specified in the solicitation. These services will be used on an as needed, if needed basis. Consequently, ADVS does not guarantee the use of any resultant contract or the need for performance of services at the level indicated below.

4. **Scope of Work:**

- 4.1. The Arizona Department of Veterans' Services is in need of a complete linen rental program. The program shall include full inventory, complete laundering and finishing, pick-up and delivery.
- 4.2. Industry Standards: The Contractor shall ensure that the following industry guidelines are being followed:
 - a. *Guidelines for Environmental Infection Control in Health-Care Facilities Recommendations of CDC and the Healthcare Infection Control Practices Advisory Committee (HICPAC)*
 - b. *APIC Text of Infection Control & Epidemiology, 2nd Edition 2005 Chapter 103 Guidelines for Laundry in Health Care Facilities.*
 - c. *Occupation Safety and Health Administration (OSHA), Regulations (Standards 29 CFR)*
- 4.3. The Contractor shall provide all necessary personnel, equipment, tools, materials, supervision, transportation, and other items and services necessary to perform linen/laundry services as defined in the Scope of Work.

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- 4.4. Pickup: The Contractor shall pick-up soiled linen at ASVH 5 days per week. The Contractor may propose a reduced schedule; i.e. 3 days per week provided that the soiled linen carts are not overfilled with soiled linen.
- 4.5. Delivery: The Contractor shall deliver clean linen to ASVH 5 days per week. The Contractor may propose a reduced schedule; i.e. 3 days per week provided there is sufficient inventory to cover the reduced schedule. Location for delivery will be on the first floor and second floor. Each floor has two (2) linen rooms where delivery will be provided. The Contractor shall be responsible to ensure that delivery is completed on time. The Contractor shall not alter the delivery schedule without seeking written approval from the Housekeeping Manager. Time of delivery shall not interfere with the operations of the Arizona State Veteran Home.
- 4.6. Sanitation: Delivered, finished items shall conform to the industry standards of quality of cleanliness, finish and appearance. All work performed shall be done under sanitary conditions. The items shall not only be clean in the sense of being free from soil, stains, spots, dust, solvent, and chemical odors, but also free from bacteria, and other micro-organisms, including pathogens or disease producing organisms.
- 4.7. Packaging and Finishing: The Contractor shall package laundry for delivery. The following is the minimum requirement or packaging of laundry:
 - a. All items other than bags shall be wrapped in clear film.
- 4.8. Contamination: Contaminated laundry will be given to the Contractor in easily identifiable bags. The Contractor is responsible for properly handling the contaminated laundry, in accordance with the standard commercial infection control procedures.
- 4.9. Re-Performance of Laundering: Any items found not to meet the standards of this requirement, shall be re-cleaned at no additional cost to ASVH. After items are re-cleaned, the Contractor shall pack these items separately and be identified by marking "Attention Re-cleaned".
- 4.10. Equipment: The Contractor shall supply an appropriate quantity of 4-wheeled bulk delivery carts to facilitate movement of soiled linen. The carts are to have the following minimum features:
 - a. Easily cleaned and washable
 - b. Free rolling ball bearing casters for ease of movement when full
 - c. Ability to be labeled with contents, description and weighed easily
 - d. Carts to be clearly marked with the vendors Name or Logo
 - e. Contractor will be responsible for all maintenance and upkeep of the carts including regular cleaning, wheel maintenance and replacement as needed, or requested by ASVH.
- 4.11. Supplies: The Contractor shall supply laundry bags for the soiled linen.
- 4.12. Emergency: The Contractor shall maintain an emergency supply of linens to cover short-term disruptions in delivery due to unforeseen circumstances.
- 4.13. Inventory: The Contractor will be responsible for providing inventory quantities through an individually managed program. Sufficient inventory must be delivered to meet residents' daily needs.
- 4.14. Transportation: Clean linen should be transported and stored by methods that will ensure its cleanliness.
- 4.15. Laundry Bags: The Contractor shall supply laundry bags to be used for soiled linen. ASVH staff will place full bags of soiled linen into the delivery carts supplied by the Contractor.
- 4.16. Delivery Tickets: The Contractor shall provide ADVS with a delivery ticket for each delivery. The delivery tickets shall be provided for each delivery and shall include at a minimum the following information:

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- a. Number of items delivered
- b. Date of delivery

The contractor shall include one copy of each delivery ticket with the monthly invoice for payment.

- 4.17. Invoices: The Contractor shall submit monthly invoices and shall include at a minimum the following information:
- a. Period of time covered.
 - b. Summary of weekly charges and total cost for that month.
 - c. Delivery Tickets for that month.
 - d. A description of any additional charges.
- 4.18. Training: The Contractor shall provide training to ADVS that will assure the proper operation and utilization of the items supplied.
- 4.19. Usage Report: The Contractor shall provide ADVS a usage report. The format of the report shall be approved by ADVS and shall disclose the quantity and dollar value of each item by individual unit.
- 4.20. The following are specifications on the linen that the Contractor shall be responsible for providing to ASVH:
- a. Sheet, Flat Twin White: Flat Sheets are to be sized to fit 66" x 104" bed. They are to remain soft through repeated washings and be constructed of a cotton/polyester or percale material. Color/patterns are acceptable.
 - b. Sheet, Fitted Twin White: Fitted Sheets are to be sized 80" x 36" x 6", with sufficient oversize to allow the edges to be tucked securely, even with the presence of a mattress and/or incontinent pad. They are to remain soft through repeated washings and be constructed of a cotton/polyester or percale material. Color/patterns are acceptable.
 - c. Standard Pillow Case, White: Pillow cases are to be sized to fit a standard 16" x 24" pillow. They should be constructed of a cotton/polyester blend or percale to promote maximum resident comfort. Color/patterns are acceptable.
 - d. Blanket, Thermal: Thermal blanket are to be sized 66" x 90 and designed to provide the resident with additional warmth and comfort. They can be of a plush nature, but shall be designed to remain soft through washing, without significant loss of thermal capability. Color/patterns are acceptable.
 - e. Blanket, Cotton: Cotton Blanket are to be sized 50" x 60" and designed to provide the resident with additional warmth and comfort. The cotton blanket shall be constructed of cotton and maintain softness through repeated washings.
 - f. Bed Pad: Bed pad are to be fitted to avoid bunching and to be used to isolate resident from vinyl-covered mattress. These can be of quilted construction but must be made of material that maintains padded nature or softness through repeated washings.
 - g. Towel, Bath: Bath Towels are used to dry residents after bathing. They must be sized accordingly so as to allow full drying of resident. They are to be constructed of "Heavyweight" terry cloth, minimum size 24" x 48". It is critical that they remain soft and absorbent through repeated washings.
 - h. Wash Cloth: Wash Cloths are used in the bathing of residents. They are to be constructed of "Heavyweight" terry cloth, minimum size 12" x 12". It is critical that they remain soft and absorbent through repeated washings.
 - i. Gown: Gowns are used for residents. It is critical that the gowns angle back with overlap and ties at neck and waist. They shall be provided in a small, medium, large, x-large and xx-large.
 - j. Bibs: Bibs are used in feeding the residents. They are to be constructed of terry cloth with a waterproof backing and measure 17.75" by 26.5".

5. **ADVS Responsibilities**

- 5.1. ADVS shall be responsible for the following:
- a. Verify quantity of linen being delivered and picked up by Contractor.
 - b. Ensure that Contractor is paid within thirty (30) days of completion of work.

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6. Notices, Correspondence, Reports, Invoices and Payments:

- 6.1. Invoices shall be submitted within thirty (30) days of completion of work. The invoices shall be sent to the following address:

Arizona Department of Veterans' Services
Accounts Payable
4141 N. 3rd Street
Phoenix, AZ 85012
Phone: (602) 512-2948 Fax: (602) 265-3497

The Contractor shall inform ADVS in writing and receive approval prior to initiating any significant changes in procedures related to billing, and Scope of Work.

- 6.2. Contract Amendments, Correspondence, Purchase Order inquiries shall be sent to the following address:

Arizona Department of Veterans' Services
Purchasing Office
4141 N. 3rd Street
Phoenix, AZ 85012
Phone: (602) 263-1814 Fax: (602) 222-6687

- 6.3. Invoices shall be paid by ADVS within thirty (30) days following receipt of the invoice. In the case of any dispute regarding part of any invoice, ADVS shall pay the undisputed part according to the payment terms described above.

Notices, Correspondence, Reports and Payments from The Department to the Contractor shall be sent to:

Contractor _____

Address _____

Address _____

City, State, Zip _____

.	<p style="text-align: center;">Price Sheet</p> <p style="text-align: center;">Solicitation No: VSP09-141</p>	<p>ARIZONA DEPARTMENT OF VETERANS' SERVICES 4141 N. 3RD Street Phoenix, Arizona 85012 (602) 263-1814 (602) 297-6683 Fax</p>
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Pricing Option #1

Quantity	Description	Price for Each	Extended Price
1400	Sheet, Flat Twin White	\$ _____	\$ _____
1400	Sheet, Fitted Twin White	\$ _____	\$ _____
1400	Standard Pillow Case, White	\$ _____	\$ _____
1400	Blanket, Thermal	\$ _____	\$ _____
200	Blanket, Cotton	\$ _____	\$ _____
1400	Bed Pad	\$ _____	\$ _____
900	Towel, Bath	\$ _____	\$ _____
2,000	Wash Cloth	\$ _____	\$ _____
500	Gowns	\$ _____	\$ _____
4500	Bibs	\$ _____	\$ _____

	Offer and Contract Award Solicitation No. VSP09-141	ARIZONA DEPARTMENT OF VETERANS' SERVICES 4141 N. 3 RD Street Phoenix, Arizona 85012 (602) 263-1814 (602) 297-6683 Fax
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OFFER

The Undersigned hereby offers and agrees to furnish the material, service(s) or construction in compliance with all the terms, conditions, specifications any amendments in the Request and any written exceptions in the Offer.

Offeror's Name _____			Name of Person Authorized to Sign Offer _____	
Street Address _____			Title of Authorized Person _____	
City _____	State _____	Zip Code _____	Signature of Authorized Person _____	Date of Offer _____
Telephone Number: _____			Facsimile Number: _____	
E-mail Address: _____				
Offeror's Arizona Transaction (Sales) Privilege Tax License Number: _____			_____	
Offeror's Federal Employer Identification Number: _____			_____	

<u>Acknowledgement of Amendment(s):</u> (Offeror acknowledges receipt of amendment(s) to the Request for Proposals and related documents numbered and dated	Amendment No. Date _____ _____ _____	Amendment No. Date _____ _____ _____
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Certification
 By signature in the Offer section above, the offeror certifies:
 In accordance with A.R.S. § 35-397, the offeror hereby certifies that the offeror does not have scrutinized business operations in Iran.
 In accordance with A.R.S. §35-397, the offeror hereby certifies that the offeror does not have scrutinized business operations in Sudan.

ACCEPTANCE OF OFFER AND CONTRACT AWARD (For State of Arizona Use Only)

Your Offer is hereby accepted as described in the Notice of Award. You are now bound to perform based upon the RFP and Your Offer, as accepted by the State.


This contract will henceforth be referred to as Contract No. _____.

You are hereby cautioned not to commence any billable work or provide any material, service or construction under this Contract until you receive an executed purchase order, contract release document or written notice to proceed, if applicable.

State of Arizona

Awarded this _____ day of _____, 2008

 Kelli Gourdoux, Purchasing Officer

	<h1 style="margin: 0;">CERTIFICATE OF INSURANCE</h1>	ARIZONA DEPARTMENT OF VETERANS' SERVICES 4141 N. 3 RD Street Phoenix, Arizona 85012 (602) 263-1814 (602) 297-6683 Fax				
Solicitation No: VSP09-141						
PRIOR TO COMMENCING SERVICES UNDER THIS CONTRACT, THE CONTRACTOR MUST FURNISH THE DEPARTMENT, CERTIFICATION FROM INSURER(S) FOR COVERAGES IN THE MINIMUM AMOUNTS AS STATED BELOW, THE COVERAGES SHALL BE MAINTAINED IN FULL FORCE AND EFFECT DURING THE TERM OF THIS CONTRACT, AND SHALL NOT SERVE TO LIMIT ANY LIABILITIES OR ANY OTHER CONTRACTOR OBLIGATIONS						
NAME AND ADDRESS OF INSURANCE AGENCY	A	COMPANY LETTER COMPANIES AFFORDING COVERAGE				
	B					
	C					
Name And Address of Insured	D					
This is to certify that the policies of insurance listed below have been issued to the insured named above and are in force at this time						
Company Letter		Type of Insurance	Policy Number	Policy Expiration Date	Limits of Liability Minimum – Each Occurrence	
	<input type="checkbox"/>	Comprehensive General Liability				
	<input type="checkbox"/>	Premises Operations				
	<input type="checkbox"/>	Contractual				
	<input type="checkbox"/>	Independent Contractors				
	<input type="checkbox"/>	Products/Completed Operations				
	<input type="checkbox"/>	Personal Injury				
	<input type="checkbox"/>	Broad Form Property Damage				
	<input type="checkbox"/>	Explosion & Collapse (If Applicable)				
	<input type="checkbox"/>	Underground Hazard (If Applicable)				
	<input type="checkbox"/>	Comprehensive Auto Liability Including Non-Owned (If				
	<input type="checkbox"/>	Umbrella Liability				
	<input type="checkbox"/>	Workmen's Compensation and Employer's Liability				
	<input type="checkbox"/>	Other				
State of Arizona and the Department named above are added as additional insured as required by statute, contract, purchase order or otherwise requested. It is agreed that any insurance available to the named insured shall be primary of other sources that may be available.			It is further agreed that no policy shall expire, be canceled or materially changed to affect the coverage available to the State without thirty (30) days written notice to the State. THIS CERTIFICATE IS NOT VALID UNLESS COUNTERSIGNED BY AN AUTHORIZED REPRESENTATIVE OF THE INSURANCE COMPANY.			
Name and Address of Certificate Holder:			Date Issued _____ <div style="text-align: center;"> _____ Authorized Representative </div>			

Attachment A – References
Solicitation No. VSP09-141

**ARIZONA DEPARTMENT
OF VETERANS' SERVICES**
4141 N. 3RD Street
Phoenix, Arizona 85012
(602) 263-1814
(602) 297-6683 Fax

Offeror shall provide a minimum of three (3) references
References shall be users of similar products as described in the solicitation.

Reference #1:

Company Name: _____

Date of Services Provided: From: _____ To: _____

Contact Person: _____ Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone No.: _____ Fax No.: _____

e-mail address: _____

Reference #2

Company Name: _____

Date of Services Provided: From: _____ To: _____

Contact Person: _____ Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone No.: _____ Fax No.: _____

e-mail address: _____

Reference #3

Company Name: _____

Date of Services Provided: From: _____ To: _____

Contact Person: _____ Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone No.: _____ Fax No.: _____

e-mail address: _____

	<p style="text-align: center;">Appendix A- Annual Work Load Estimates Solicitation No. VSP09-141</p>	<p>ARIZONA DEPARTMENT OF VETERANS' SERVICES 4141 N. 3RD Street Phoenix, Arizona 85012 (602) 263-1814 (602) 297-6683 Fax</p>
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Daily Linen Order	Weekly Usage	Yearly Estimate Usage
Sheet, Flat Twin White	1400 each	67,200 each
Sheet, Fitted Twin White	1400 each	67,200 each
Standard Pillow Case, White	1400 each	67,200 each
Blanket, Thermal	1400 each	67,200 each
Blanket, Cotton	200 each	9,600 each
Bed Pad	1400 each	67,200 each
Towel, Bath	900 each	43,200 each
Wash Cloth	2,000 each	96,000 each
Gown	500 each	24,000 each
Bibs	4,500 each	216,000 each

Note: This is an estimate based on previous usage and is intended as a guide only. The Contractor will bill ADVS on actual usage only.

	RFP Checklist Solicitation No. VSP09-141	ARIZONA DEPARTMENT OF VETERANS' SERVICES 4141 N. 3 RD Street Phoenix, Arizona 85012 (602) 263-1814 (602) 297-6683 Fax
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The information listed below is supplied for the Offeror's convenience. The list identifies sections that must be completed by the Offeror and additional information that is required to be submitted with the bid.

The checklist must be returned with the proposal.

ITEM	PLEASE CHECK WHEN COMPLETED
Offer And Acceptance, page 28.	
Method of Approach – as described in Paragraph 5(A), Evaluation Criteria, Page 7.	
Offerors Experiences – as described in Paragraph 5(B), Evaluation Criteria, Page 8	
Cost – As described in Paragraph 5(C), Evaluation Criteria, Page 8.	
Samples – As described in Paragraph 6, Samples, Page 8.	
Uniform, and Special Terms and Conditions, Pages 10-22.	
Scope of Work, Pages 23-27.	
W-9 (to download form go to www.gao.state.az.us/vendor/)	
Certificate Of Insurance (Upon Award)	